

# wdtip UPDATE

note from

## DEPUTY DIRECTOR, SAWS Project



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The SAWS Branch and our Project sponsor, the California Department of Social Services (CDSS), are responsible for design, development and implementation of California's welfare system projects. We have varied responsibilities, from county project approvals to consortia management. In addition to the WDTIP, the SAWS Branch also has responsibilities to the SAWS Consortium Management and the Electronic Benefits Transfer (EBT) Project.

We have a very good relationship with the SAWS Consortium Management, who rely upon us to oversee design, development and implementation of the four consortia system projects. These are the Interim Statewide Automated Welfare System (ISAWS), the Los Angeles Eligibility, Automated Determination, Evaluation and Reporting System (LEADER), the Welfare Client Data System (WCDS), and the Consortium IV (C-IV) projects. ISAWS is in production in 35 counties; LEADER began implementation on October 4, 1999; WCDS is beginning development; and C-IV is in the final procurement stage.

The EBT Project relies upon the SAWS Branch to oversee its design, development and implementation. EBT brings a new level of automated benefit delivery, redemption and reconciliation to counties. Implementation of EBT will result in the issuance of a magnetic strip card, similar to an ATM card, to recipients. The card will be used to access food stamp benefits for food purchases at authorized stores or to access cash benefits at participating locations. The EBT Project is in its early procurement stage.

Although SAWS Consortium Management and EBT keep the SAWS Branch busy, the WDTIP is our fast track project. Planning activities began in June 1999, with implementation scheduled for July 2000. The WDTIP has 14 months to design, develop and implement the welfare data tracking system. The foundation for the WDTIP was laid by the SAWS Technical Architecture Project. WDTIP will provide a system that will calculate and display a recipient's time on aid clocks. This project is our fast track project as each day without the system means extra work for eligibility staff, who must manually request inter-county information and manually calculate recipient time clocks.

SAWS Consortium Management, EBT and the WDTIP, comprise the majority of the SAWS Branch activities. I am aware of the many information technology (IT) activities taking place in the counties from Y2K preparation and welfare reform, to systems development for Time On Aid (TOA), Welfare to Work (WTW), and LEADER. I am very appreciative that despite your busy schedules, you have given your time to assist the WDTIP staff in requirements validation and system design. With your continued support and participation, we can ensure the success of these important projects. I would like to thank you for your assistance and look forward to our continued relationship as we develop IT solutions for the new millenium.

*Steven C. Howe*  
Deputy Director, SAWS Project

*status check*

## APPLICATION TEAM

In September, the Application Team successfully completed the detailed design specifications for the WDTIP system. During the Joint Application Design (JAD) Session, in which County, CDSS and WDTIP staff participated, the new system's data elements and business logic were determined and the look and feel of the system developed. The entire WDTIP system will consist of 20 screens, including 16 view only screens and four update screens, and provide a streamlined approach to navigation. Also during the JAD Session, the Conversion Team determined the Project's approach to populating the new WDTIP database with county data ensuring that, at the time of go live, the system will provide the best possible information for tracking an individual's time on aid. The next step, which will occur from October through December 1999, will be to complete the programming necessary to build the new system.

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## the in&amp;OUT'S

*Wow! What great feedback we've been getting from you! Yes, we are listening and here are more answers to frequently asked questions. Keep them coming!*

**Do you really rely on your website to keep us up to date?**

A resounding yes! Our website is a major player in Project communication. We will post any information we believe offers the website user a one-stop shop!

**What do you post that would be of interest to me?**

**Project Management Plan** - If you're a manager and you want to know the purpose, scope and responsibilities of the WDTIP managers and staff, take a look at this document. It's straightforward and clear.

**Configuration Management Plan** - If configuration management is your thing, and you want to know how a project forms a basis to control and baseline all of the documents and software programs that are created during the development of a project, then curl up with this one.  
(If not, avoid at all cost!)

**System Architecture Model** - Okay, maybe this is a stretch for most of us but locate it on our site and forward to your IT person. They'll think they've finally found somebody who understands them.

**Implementation Strategy** - If you want to know how a project makes decisions about how and when you're going to get the final product, surf no more. You are home. This document shows all the decision-making processes that lead to your use of the new system.

**Detailed Design Specifications** - If you need instruction on how to build a rocket, then launch this to your printer. Word of warning, have several reams of paper available. Not light reading but proof positive, WDTIP is going to be a tool you will want to use.

**WDTIP Help Desk Bulletin** - Just in case you need extra copies, they will be available for you here.

**WDTIP County Contacts** - If you're interested in knowing who our WDTIP contacts are, look here. The odds are good you will see someone whose name you recognize. Welfare is a small world. Now we've taken it to the net!

**What screens will be in WDTIP?**

The WDTIP system will consist of 16 inquiry and four updateable screens.

**Inquiry Screens are:**

TRAC Main Menu  
Individual Inquiry  
Individual Response Summary  
Individual Detail  
Alternate Identity  
County Summary  
Program Summary  
Program Detail  
Time Clocks Summary  
Diversion Summary  
Diversion Detail  
Time Clock Exception Summary  
Time Clock Exception Detail  
TANF 60-Month Calendar  
CalWORKs 60-Month Calendar  
WTW 18/24-Month Calendar

**Update Screens are:**

Non-Cal Participation  
Diversion Update  
Child Support Reimbursement  
Supportive Services Only

**Who will have access to WDTIP?**

We will be using the same security protocol used by the MEDS system. All counties will have access to all inquiry screens. All county staff who have inquiry access to MEDS will have inquiry access to the WDTIP system.

The update screens will be used by counties when they are unable to send the information via their eligibility system. Update access to the update screens is limited to those individuals having update capability in MEDS.

# making real progress

It has been more than three years since Congress enacted and the President signed the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), putting into motion the most sweeping changes in social welfare policy since the Social Security Act. With the passage of the CalWORKs legislation a year later, we in California began the process of changing a system whose fundamental policies were developed in response to the Great Depression of the 1930's.

In the past two years, County Welfare Departments (CWD's) have developed and begun the process of implementing local CalWORKs plans. This has been no small undertaking. The new vision for welfare provides much more flexibility at the local level to design programs that address local needs and are compatible with the local economy and demographics. In the newly "devolved" welfare reform environment, county staff play a more active role and assume much more responsibility for policy development and policy interpretation.

With the new increased accountability for parents under CalWORKs, a commensurate result is accountability

at the county level due to time limits – the cornerstones of both PRWORA and CalWORKs. This accountability at the county level comes in the form of various "time clocks." These clocks make it necessary to track each aid recipient across county lines, time on aid, and must be categorized by types of

benefits and/or services, e.g., TANF, CalWORKs, and Welfare to Work. Caseworkers need this information as it pertains to individual cases and CWD managers need aggregate data for planning and budgeting purposes. WDTIP is developing an automated tool to help the caseworkers work more effectively with the client and maintain accountability of the service delivery

system.

Unfortunately, even as we enter the final quarter countdown to the millennium, technological solutions in support of public welfare programs continue to lag behind policy initiatives. The successful implementation of the WDTIP system will provide us with a much needed automation tool. Beyond the WDTIP, the County Welfare Directors will continue to partner with state agencies to use technology to enhance our ability to provide services.

Diane Edwards  
Vice President At Large – CWDA



## status check

### IMPLEMENTATION TEAM

The WDTIP *Implementation Strategy*, completed by the Implementation Team, was approved in September 1999 and will be posted to the WDTIP website

([www.wdtip.cahwnet.gov](http://www.wdtip.cahwnet.gov)) in October 1999. The *Implementation Strategy* outlines what is determined by the Project to be the most effective and appropriate activities for the successful

implementation of the new system and will serve as the foundation for the development of the *Implementation Plan*. The *Implementation Plan* will detail the Project's approach to all implementation activities such as data conversion methodologies, system rollout strategy, training schedule and help desk/change request processes. This Plan is currently being developed and will be completed in January 2000.

Look for the WDTIP Implementation Team at the Regional Meetings, scheduled October 26 through November 18, 1999. The Team will discuss the system implementation, data conversion strategy, system training approaches, and introduce the WDTIP screens. The Project's next steps, which will occur mid-December through February 2000, will be to develop the User Acceptance Test Plan and develop User Acceptance Scenarios.





## OH, FOR MILLENNIA 20-20

Kevin Harger Jones compiled the following "Lessons on Keeping an Open Mind" for *Funny Times*.

"The 'telephone' has too many shortcomings to be seriously considered as a means of communication. The device is inherently of no value to us."

— *Western Union internal memo, 1876*

"Everything that can be invented has been invented."

— *Charles H. Duell, Commissioner, U.S. Office of Patents, 1899*

"I think there's a world market for maybe five computers."

— *Thomas Watson, Chairman of IBM, 1943*

"Computers in the future may weigh no more than 1.5 tons."

— *Popular Mechanics, forecasting the relentless march of science, 1949*

"I have traveled the length and breadth of this country and talked with the best people, and I can assure you that data processing is a fad that won't last out the year."

— *Editor in charge of business books for Prentice Hall, 1957*

"We don't like their sound and guitar music is on the way out."

— *Decca Recording Co., rejecting the Beatles, 1962*

"But what... is it good for?"

— *IBM engineer, commenting on the microchip, 1968*

"There is no reason anyone would want a computer in their home."

— *Ken Olsen, founder of the Digital Equipment Corp., 1977*

"640K ought to be enough for anybody."

— *Bill Gates, 1981*

## upcoming ACTIVITIES

### OCTOBER NOVEMBER

1<sup>st</sup>

Phase II begins, WDTIP Development & Testing.

23<sup>rd</sup>

Our website, [www.wdtip.cahwnet.gov](http://www.wdtip.cahwnet.gov), will be updated with the latest Project info! If you want to provide feedback about contents or layout, please call Lorrie Taylor, our Communications Lead, at (916) 229-3380.

26<sup>th</sup> – 28<sup>th</sup>

The first WDTIP Regional Meetings. The meetings will be held in Sacramento (26<sup>th</sup>, 28<sup>th</sup>) and Redding (27<sup>th</sup>).

29<sup>th</sup>

Monthly Help Desk Bulletin published. For more information call the toll free Help Desk at (877) 365-7378 or check out website for a more detailed calendar!

2<sup>nd</sup>

Fourth WDTIP Regional Meeting – Modesto. Thank you Stanislaus County for extending the invitation to host!

9<sup>th</sup> – 10<sup>th</sup>

Fifth & Sixth Regional Meetings – Concord on the 9<sup>th</sup> and Fresno on the 10<sup>th</sup>. Thank you Contra Costa and Fresno counties for providing facilities!

16<sup>th</sup>

Seventh WDTIP Regional Meeting – Santa Barbara. Thank you Santa Barbara for being in Santa Barbara!

18<sup>th</sup>

Eighth WDTIP Regional Meeting – Moreno Valley, Riverside County. Thank you Riverside for taking care of so many details!

24<sup>th</sup>

Website will be updated again.

30<sup>th</sup>

Time again for the Help Desk Bulletin. Check out the website for additional copies.

### DECEMBER

27<sup>th</sup>

Website will, once again, be updated.

30<sup>th</sup>

Help Desk Bulletin will be sent out.

31<sup>st</sup>

Say "goodbye" to the 20<sup>th</sup> century and "hello" to the new millennium.



**WDTIP**  
are YOU in TOUCH?  
information LINE  
(877) 365-7378  
WDIP2@hwdcsaws.cahwnet.gov



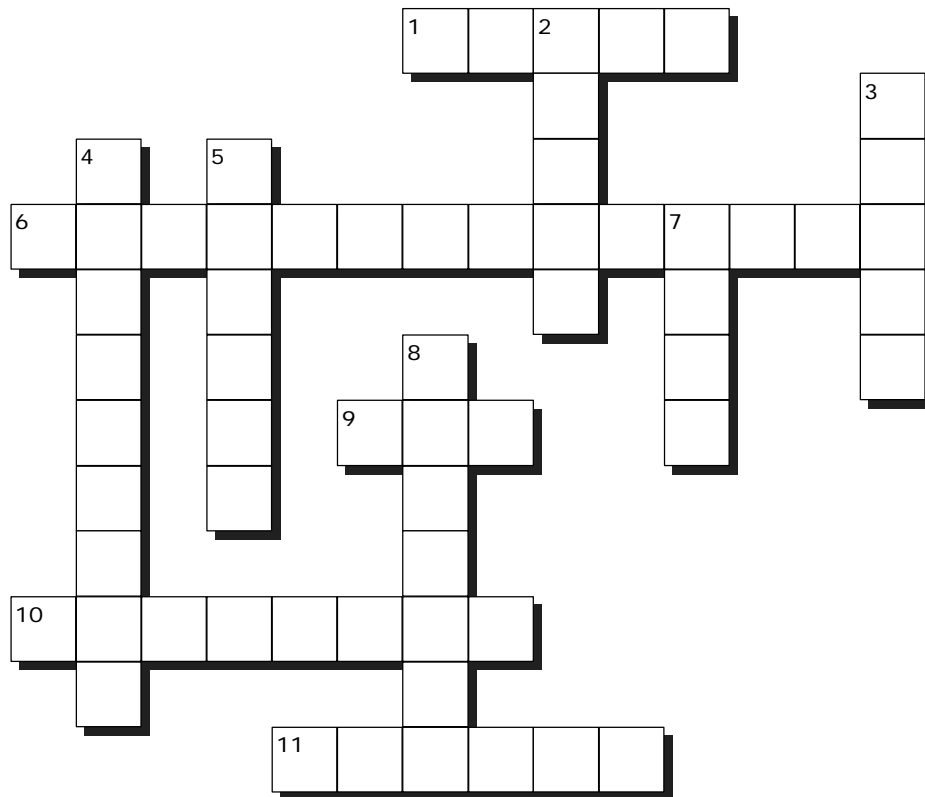
What would you like to see in the WDTIP Update? Have any interest in writing an article? We would love to hear from you. Please contact Lorrie Taylor (916) 229-3380 if you would like to contribute any information or have any feedback.

## strictly for WDTIP fans

Like a kid you haven't seen in a while, WDTIP has done a lot of growing while you weren't looking! We project types willingly find ourselves explaining its metamorphosis from Pre-SAWS, extolling its modest virtues and repeating the name a lot. The system grew from seven screens that displayed data from MEDS to a 20-screen system that displays data directly from counties and is used to compute an individual's complete time clock history.

We hope you become a fan!

## WDTIP Puzzer



### [Across]

1. Welfare Data Tracking Implementation Project (also known as).

6. The process by which the WDTIP database is populated with each of the 58 counties' data on time clocks and other tracking information (two words).

9. The acronym for the original SAWS-TA database that stores WDTIP welfare-related information; specifically, an individual's welfare and welfare-related program involvement.

10. \_\_\_\_\_ Meetings - coming soon to a county near you (October - November).

11. \_\_\_\_\_ 96. This is the month and year that the WDTIP system will date back to.

### [Down]

2. Number of clocks the system will track.

3. Favorite type of giveaway for kids on October 31st.

4. Scary holiday in October.

5. \_\_\_\_\_ and automated conversion process will be used for TRAC (also a type of labor).

7. Data needs to be kept in \_\_\_\_\_ with MEDS.

8. WDTIP's implementation or "go live" approach .

## EVENTS

# WDTIP's coming to town

The WDTIP Team is coming soon to a town near you and we're bringing stuff! All 58 counties will have staff joining us in Regional Meetings, scheduled in locations throughout California, starting October 26, 1999. If you've been trying to figure out how counties are going to obtain statewide information regarding an individual's time on aid, WDTIP is the system that provides that function.

Take a look at the Regional Meeting schedule below. If you have questions about your county's schedule, your WDTIP county contact has the details. Don't know your contact? Check out the WDTIP website, [www.wdtip.cahwnet.gov](http://www.wdtip.cahwnet.gov).

Date	Site
October 26, 1999	HWDC Training Center, Sacramento
October 27, 1999	Holiday Inn, Redding
October 28, 1999	HWDC Training Center, Sacramento
November 3, 1999	Stanislaus County, Modesto
November 9, 1999	Contra Costa County
November 10, 1999	Fresno County
November 16, 1999	Santa Barbara County
November 18, 1999	Riverside County, Moreno Valley

We will show county staff the WDTIP system screens, discuss the project schedule, the conversion of county data, system training and rollout and discuss the on-going communication effort. If you're asking yourself what this means to you, the Regional Meetings are taking place to answer just that question. County staff will get an introduction to the WDTIP system, receive assurance they don't need to be a computer virtuoso to use it and get an idea where the WDTIP system can be applied in the business day to save time and serve the client.

keepin' in  
sync!  
a reminder...

Recipient data will be sent to the WDTIP system whenever a county's system is updated. Keeping MEDS data and WDTIP data in sync is vital to our success!! Please be sure to work all MEDS alerts and WDTIP edit reports. This will help ensure effective results from both WDTIP and MEDS.

## WDTIP Puzzler

